

# Position Description



Position Title	<b>Station Assistant</b>
Position No	00005082
Delegation Level	007
Job Designation	Station Assistant
Organisational Unit	Station Operations - Maryborough Travel and Tourism
Work Centre	Maryborough
Position Type	Permanent
Rail Safety Worker	Yes
Medical Fitness Standard	NHS Cat 4 Other (No Medical Required)
Performance Plan Type	Team Member - CEMP
Shiftworker	Yes
Classification (Range)	OS1 .4 - OS1 .4
Pay Scale Type	Cust Serv Off Train
Reports to Position	Area Station Master

## QUEENSLAND RAIL VALUES:

1 Queensland Rail - Be One, Proud and Focused  
Treat each other with Respect - Be Open, Honest and Supportive  
Enjoy what we do - Be Positive, Involved and Enthusiastic  
Act Safely - Be Aware, Prepared and Accountable  
Make a difference - Be Innovative, Adaptable and Resourceful

## Position Purpose

As directed, perform routine duties associated with station operations, to meet the demands and exigencies of the service and the requirements of customers at Travel and Tourism stations.

## Position Responsibilities

1. Ensure the smooth operation of station platform and facilities.
2. Assist with safe and on time arrival and departure of Travel and Tourism Services, including platform announcements and active platform management.
3. Provide quality customer services by interacting, assisting and directing customers. Attend to customers requirements by providing a world class standard of customer service that encourages our customers to regularly use Queensland Rail services.
4. Operate station machinery and equipment as detailed in operating procedure.
5. Assist with proper upkeep, maintenance, repair and servicing of station facilities and equipment.
6. Report anything that may impact on staff or customer safety direct to Station Master, Station Supervisor or Officer In Charge.
7. Perform duties as detailed in local operating procedures (or equivalent) for each site.
8. Perform additional duties as requested by the Station Master, Station Supervisor or Officer In Charge.

## Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

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## What is the key selection criteria

1. Sound skills in station operations.
2. Substantial customer service skills.
3. Sound interpersonal and communication skills.
4. Substantial ability to work in a team environment and autonomously.
5. Sound knowledge of Workplace Health and Safety requirements.
6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

## Pre-employment Checks:

Not Applicable

## Pre-employment Qualifications:

### What qualifications do I need to hold prior to applying for the position?:

20300291 Nat Drv Lic MR (Qld C2 < 09.04.96)

### Mandatory Qualifications (If not already held, I will gain these when in position)

40007588 All Aboard  
30000912 Communications (QNRP)  
30000908 Safely Access the Rail Corridor (QNRP)  
40006426 Apply Fatigue Management Strategies  
40001627 Building Emergency Procedures  
40011195 Accident emergency procedure Prac  
40011196 OBCS Assistance to Customers Assessment  
40008658 NHS Cat 4 Other (No Medical Required)

### Enterprise Qualifications (If not already held, I will gain these when in position)

40009601 Code of Conduct Refresher  
30000835 Local Induct  
20900335 Heat Stress Awareness

## Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

## Personal Protective Equipment needs:

Refer to relevant business instructions.

## Safety Publications

Refer to relevant business instructions.

### Please Note:

Queensland Rail has a random alcohol and other drug testing program.  
Testing can occur anywhere, at any time, on any day.